

# Utility Assistance Programs

## How to Pay Your Utility Bills



### UTILITY ASSISTANCE PROGRAMS

#### Low-Income Discount

Customers who qualify under income limitations will receive a 5% discount on gas rates. Eligible customers include: Low-Income Households and Non-Profit Group Living Facilities. Applications are available on the City's website - [www.longbeach.gov](http://www.longbeach.gov). You may also obtain an application at the Long Beach City Hall, Lobby Level; the Main Library and Branches; the Neighborhood Resource Center, 425 Atlantic Avenue; Long Beach Energy, 2400 East Spring, or by calling (562) 570-2068.

#### Low-Income Senior or Disabled Programs

##### (1) Utility Users Tax Exemption Program:

Utility Users Tax Exemption Program includes a 5% discount on gas services; exempts customers from paying the 5% Utility Users Tax and provides a discount on water, refuse and sewer charges.

##### (2) Utility Users Tax Refund Program:

This program applies to qualified seniors and disabled, whose utilities are supplied through a master meter. These customers do not pay individual bills. Program application period is January and February only for the previous year.

Applications for either program are accepted at any of the locations listed below. Prior to applying, call for hours of operation, guidelines, and required proof of eligibility.

#### Locations:

- Senior Citizens Center, 1150 East 4<sup>th</sup> Street, (562) 570-3533
- Houghton Park Senior Center, (562) 570-1640
- Long Beach City Hall, 333 W. Ocean Blvd, Customer Service, Lobby, (562) 570-5700
- El Dorado Park Community Center, (562) 570-3225 or 570-3229

#### Home Energy Assistance Program (H.E.A.P.)

This is a federally funded program that assists qualifying, low-income household in paying their winter gas and electric bills. A bill does not have to be delinquent for qualified persons to apply for assistance. To obtain an application, contact:

Veterans in Community Service, Inc (VICS)  
Home Energy Assistance Program (HEAP)  
Phone (562) 204-0516  
Monday through Thursday 8:00 a.m. to 4:00 p.m.

#### Additional Baseline Therm Allowance for Certain Medical Conditions:

Persons with a qualifying medical condition may receive additional therms of gas at the baseline rate. A physician must certify the medical condition.

#### Third-Party Notification:

For elderly or disabled, this service allows a customer to designate an additional individual to be notified prior to termination of services for non-payment of a utility bill.

### HOW TO PAY YOUR UTILITY BILLS

**Level Pay Plan:** A program to assist Long Beach residents and most business owners with their high gas bills by spreading charges over several months. It averages 12 months of your bill so that the high winter bills will be averaged with the lower bills generally paid in warmer months. To apply call our business office (562) 570-5700.

**Payment Arrangements:** The City offers payment arrangements on delinquent bills in excess of \$100.00. Payment arrangements require one-third of the balance as a down payment and the remainder to be paid over 60 to 90 days. Customers must also pay their current balance. Contact (562) 570-5700 for details.

**By Internet:** Payments by Internet using Visa, MasterCard, or debit card with a Visa or MasterCard logo. In the future, a credit card processing company will be charging a convenience fee for credit and debit card payments. Your account number and the last four digits of your Social Security Number are needed to access online services. [www.longbeach.gov/commercial/utility](http://www.longbeach.gov/commercial/utility).

**By Phone:** Visa or MasterCard credit/debit card payments are accepted 24 hours a day by calling us at (562) 570-5700. In the future, a credit card processing company will be charging a convenience fee for credit and debit card payments.

**Home Banking:** If your bank offers online or home banking, you can use your computer to pay your City of Long Beach utility bill via our Electronic Funds Transfer option. Check with your bank, credit union, or bill payment service provider for more information.

**Automatic Payment:** The EasyPay program automatically deducts the amount of your bill from your checking account, or Visa or MasterCard credit card, 10 days after the bill is produced. In the future, a credit card processing company will be charging a convenience fee for credit and debit card payments.

#### In Person: Long Beach City Hall

Payments may be made in person at Long Beach City Hall in the lobby by cash, check, Visa, MasterCard, or ATM card. For your convenience, there is also a 24-hour drop box for payments located on the east side of City Hall.

#### Payment Locations

Bills can also be paid at various payment locations around Long Beach. Go to [www.longbeach.gov/commercial/utility](http://www.longbeach.gov/commercial/utility) and select "Residential" or call (562) 570-5700.

